Internet Ordering system (IOS)

User Manual v3.0

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Date: April 30th 2014

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Revision History

Rev No	Date	Revision Summary
1.0	15 March 2010	Initial Release
2.0	19 Nov 2012	Revised with v2.0 Enhancements
3.0	30 Apr 2014	Revised with v3.0 Enhancements

1 Internet Ordering System Overview

The main functions of the Internet Ordering System (IOS) are to enable our customers to:

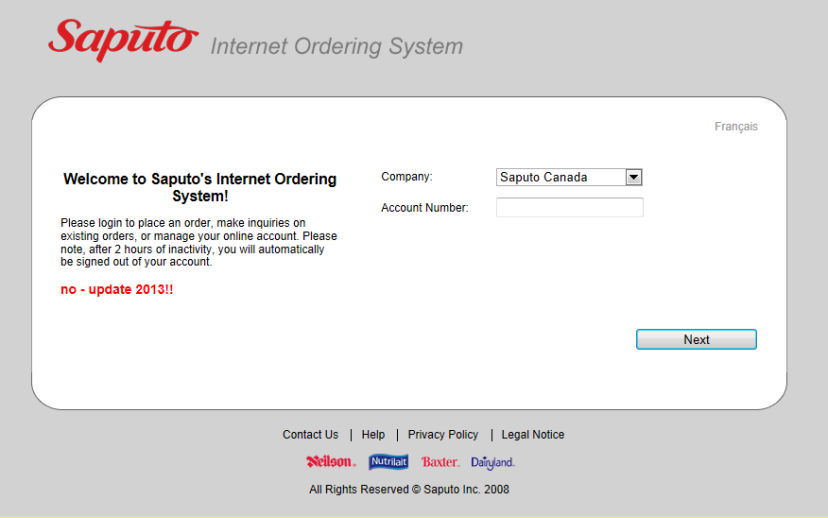
1. Enter and submit orders;
2. Perform order and account inquiries;
3. Maintain a list of favourite products; and
4. Maintain their accounts.

1.1 System Access

> **Note:**
> The Account Number is Saputo's **Ship To** number of the customer who is logging in.

Saputo's Internet Ordering System (IOS) is available to all customers who have a valid Account Number, User Name and Password. The application can be accessed 24/7 via the following url: https://orders.saputo.com/.

When accessed, the Login Page is displayed as shown below:


Saputo
Internet Ordering System
Français
Welcome to Saputo's Internet Ordering System!
Please login to place an order, make inquiries on existing orders, or manage your online account. Please note, after 2 hours of inactivity, you will automatically be signed out of your account.
no - update 2013!!
Company:
Saputo Canada
Account Number:
Next
Contact Us | Help | Privacy Policy | Legal Notice
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The four options below are presented at the bottom of the page and are also available from within the application:

- **Contact Us:** Click on this selection to view contact information for Saputo's Customer Service department.
- **Help:** This link provides access to the User Manual.

- **Privacy Policy**: Click on this link to view Saputo's Privacy Policy.
- **Legal Notice**: Select this link to view legal information related to this website.

1.2 Setting up a New Account

If you currently do not have access to the Internet Ordering System (IOS) and would like to set up an account:

1. Contact Saputo's Customer Service department using the information provided on the Contact Us page.
2. Advise the Saputo Representative that you wish to use the Internet Ordering System.
3. You will be provided with a PIN to access the IOS for the first time.
4. Once in the system you will be able to set up the usernames and passwords you require for your account.

2 Logging In and Signing Out

2.1 Logging In

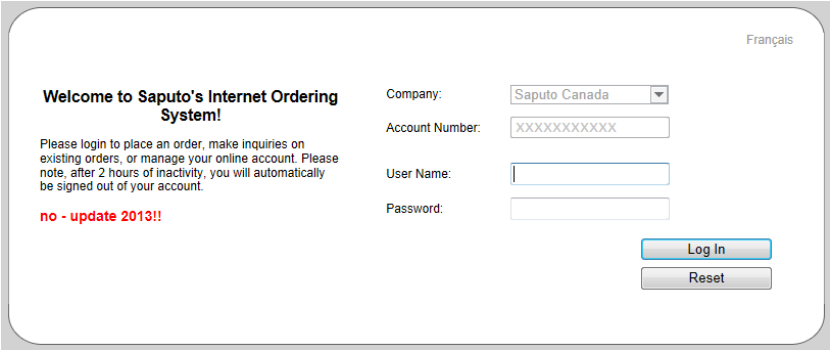
To log into the Internet Ordering System:

1. In the Company field dropdown list select the **Saputo Company** that your account is with.

2. Enter your Account Number.

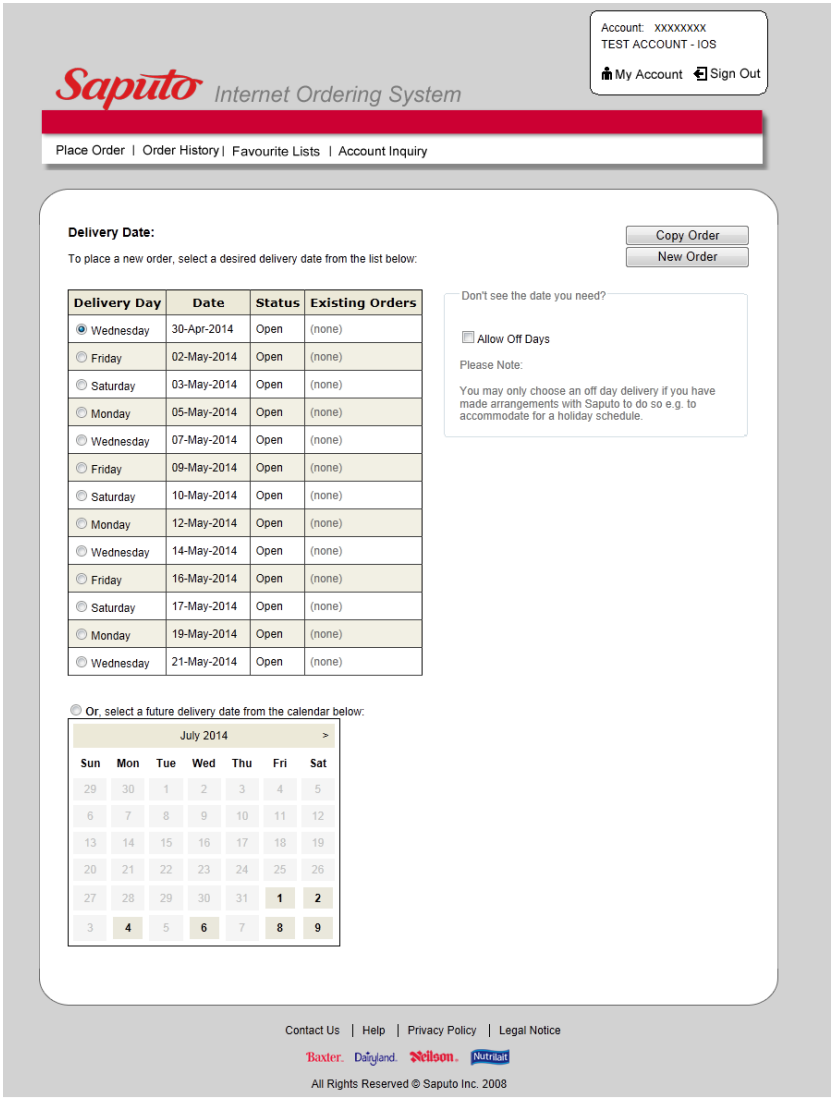
3. Click on **Next.** The User Name and Password fields will now be displayed as shown below:

> **Note:**
> Use the **Reset** button to clear the User Name and Password fields.


Français
Welcome to Saputo's Internet Ordering System!
Please login to place an order, make inquiries on existing orders, or manage your online account. Please note, after 2 hours of inactivity, you will automatically be signed out of your account.
no - update 2013!!
Company:
Saputo Canada
Account Number:
XXXXXXXXXX
User Name:
Password:
Log In
Reset

4. Enter your **User Name** and **Password** in the spaces provided.

5. Click on the **Log In** button. The **Place Order** page will be displayed as shown in the example on the following page:


Account: XXXXXXXX
TEST ACCOUNT - IOS
My Account
Sign Out
Saputo
Internet Ordering System
Place Order | Order History | Favourite Lists | Account Inquiry
Delivery Date:
To place a new order, select a desired delivery date from the list below:
Copy Order
New Order
Delivery Day
Date
Status
Existing Orders
Wednesday 30-Apr-2014 Open (none)
Friday 02-May-2014 Open (none)
Saturday 03-May-2014 Open (none)
Monday 05-May-2014 Open (none)
Wednesday 07-May-2014 Open (none)
Friday 09-May-2014 Open (none)
Saturday 10-May-2014 Open (none)
Monday 12-May-2014 Open (none)
Wednesday 14-May-2014 Open (none)
Friday 16-May-2014 Open (none)
Saturday 17-May-2014 Open (none)
Monday 19-May-2014 Open (none)
Wednesday 21-May-2014 Open (none)
Don't see the date you need?
Allow Off Days
Please Note:
You may only choose an off day delivery if you have made arrangements with Saputo to do so e.g. to accommodate for a holiday schedule.
Or, select a future delivery date from the calendar below:
July 2014
Sun Mon Tue Wed Thu Fri Sat
Contact Us | Help | Privacy Policy | Legal Notice
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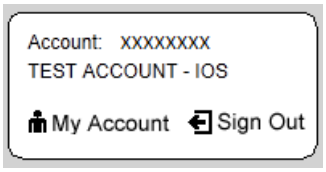
All Rights Reserved © Saputo Inc. 2008

2.2 Signing Out

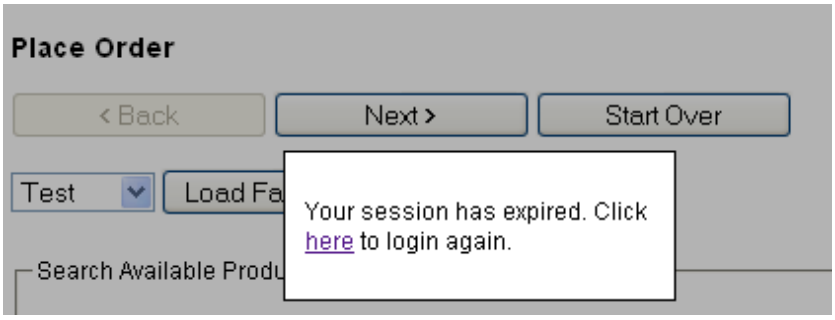
The following is displayed in the top right corner of each page of the Internet Order System (IOS):



1. Click on **Sign Out**. The current session will be terminated and the Login page will be displayed.

2.3 Session Time-Outs

All sessions will time out after 2 hours with no activity taking place in the system. When a session times out the following message will be displayed to the user:



Should you wish to continue working in the Internet Ordering System simply click on the link provided. You will be returned to the login page where you may log back into the application.

3 Managing Your Online Account

Account Owners have access to manage all users associated with their online account. As such, Account Owners may perform the following functions:

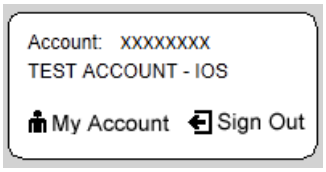
- View Account Information;
- Select whether or not order confirmations should be sent by email to specified email addresses;
- Change passwords;
- Add Users to their account;
- Edit User Account Information;
- View the last login date of users associated to their Account.

Instructions for performing these functions are provided in the remainder of this section.

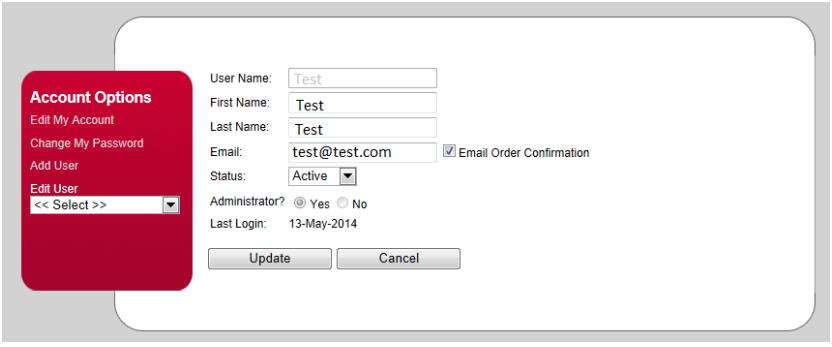
3.1 Viewing Account Information

To View information related to your IOS account:

1. Login to the Internet Ordering System. The following is displayed in the top right corner of each page:



2. Click on **My Account.** The account management page will be displayed as shown in the example below:

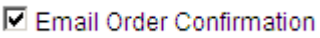


3.2 Turning Confirmation Emails On or Off

The option to enable or disable the receipt of email order confirmations is provided on a user by user basis. As such, one or more users may elect to receive order confirmations and one or more email addresses may be set up to receive these confirmations.

To Turn Confirmations On or Off:

1. Simply click in the **Email Order Confirmation** checkbox.



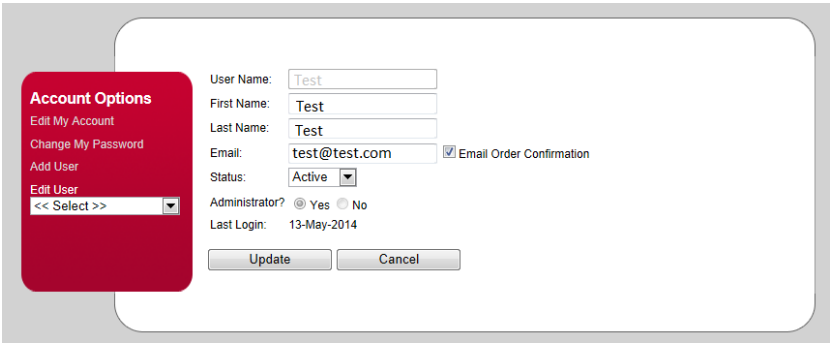
2. When the box contains a checkmark email confirmations will be sent to the email address entered for the user specified.
3. When the box does not contain a checkmark email confirmations will not be sent to the email address entered for the user specified.

3.3 Modifying Account Information

To Modify Account Owner Information:

1. Click on **My Account**. The account owners information will be displayed as follows:

Note:
Click on the **Cancel** button to exit the account without saving any changes.

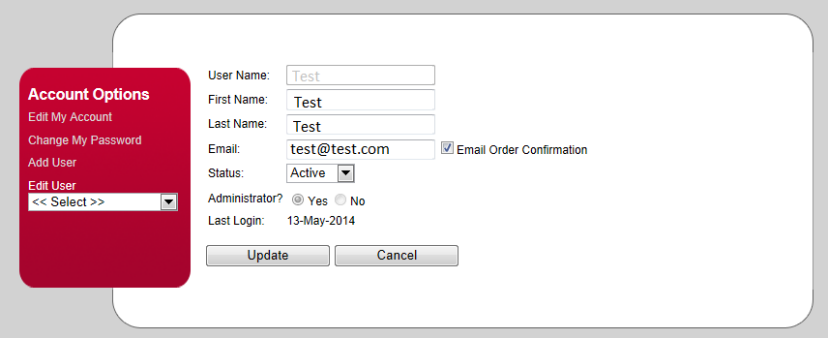


2. Edit the information displayed as desired.
3. Click on the **Update** button. Your changes will be saved.

To modify information related to other users:

1. Under **Edit User** select the user you wish to modify.

2. Information related to the user selected will be displayed as shown in the example below:



3. Make the desired changes to the user account.

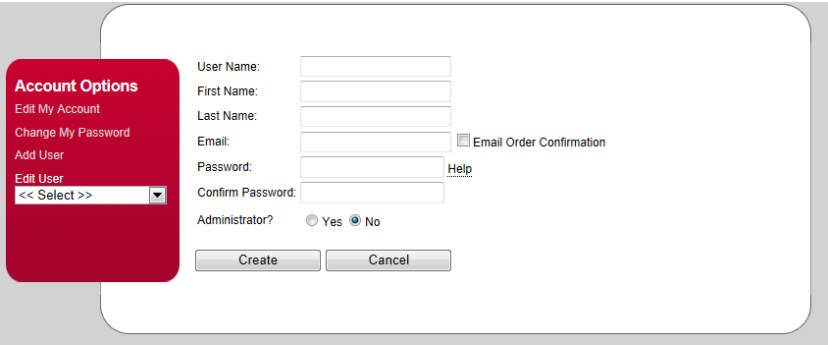
4. Click on the **Update** button. Your changes will be saved.

3.4 Adding Users

An account owner may add an unlimited number of users to an active Account. To add a new user:

1. Click on **My Account** in the menu at the top.

2. Click on the **Add User** option provided. The following will be displayed:



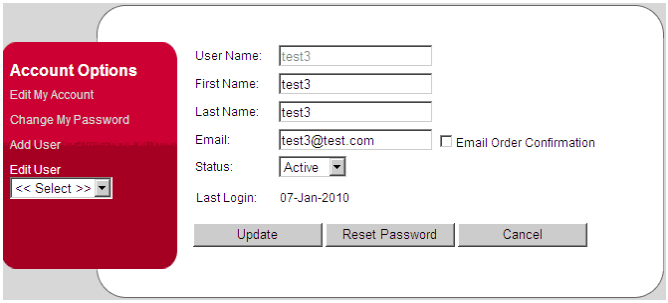
3. Enter the requested information as it relates to the user being added.

4. Click on **Create**. The new user will now be able to access the IOS using the User Name and Password specified.

3.5 Deactivating Users

Users can not be deleted from the system. Users can however, be deactivated. Inactive users may not access the Internet Ordering System (IOS). To deactivate a user:

1. Under the **Edit User** option on the menu select the user you wish to deactivate. The user's information will be displayed as shown in the example below:



2. Select **Inactive** from the **Status** drop down list.

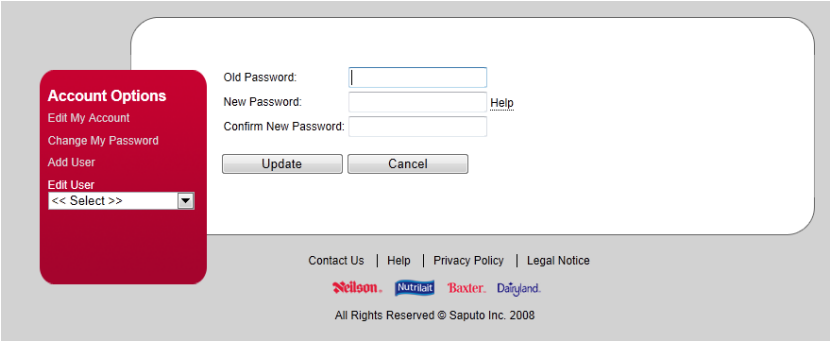
3. Click on **Update.** The user selected will no longer be able to access the Internet Ordering System.

Alternatively, user account information may be overwritten (updated) with information related to a new user. This can be done by following the instructions provided in Section 3.3.

3.6 Changing Passwords

If you are the Account Owner and you wish to change your password:

1. Select **Change My Password** from the menu at the left. The following will be displayed:

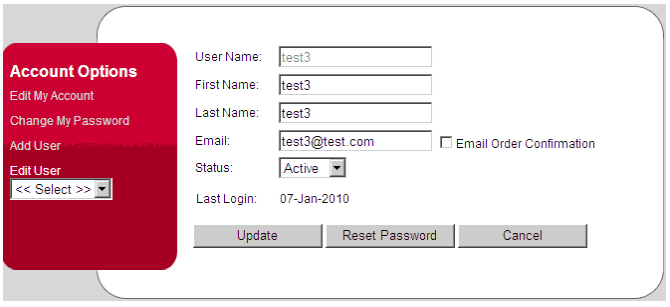


> **Note:**
> Click on the **Cancel** button to abandon your changes.

2. Enter your current password in the **Old Password** field.
3. Enter the password you wish to use in the **New Password** field.
4. Re-enter the New Password in the **Confirm new Password** field.
5. Click on **Update**. Your new password will be saved and available for your use.

If you are the Account owner and you wish to change the password of a user associated with your account:

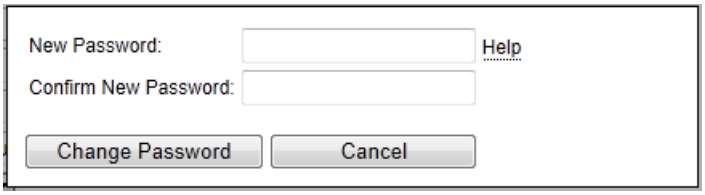
1. Select the user from the **Edit User** list. The user selected will be displayed as shown below:



Note:

Click on the **Cancel** button to abandon your changes.

2. Click on **Reset Password.** The following window will be displayed:



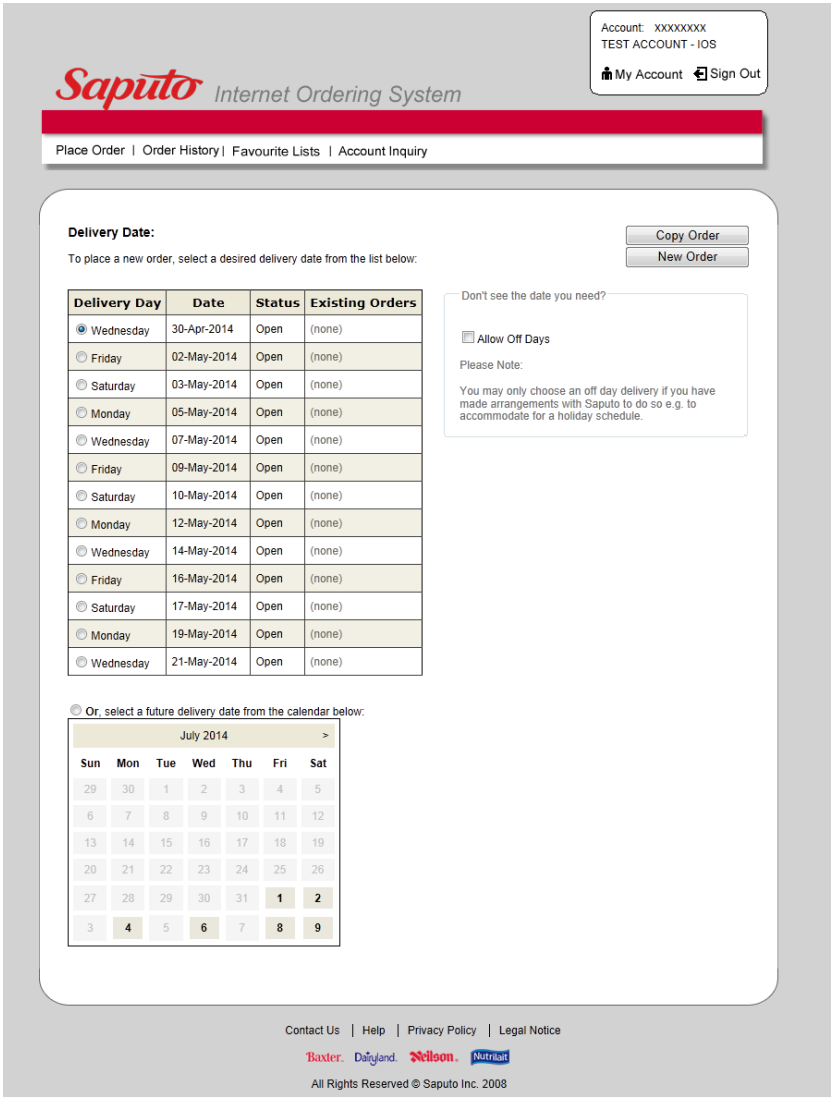
3. Enter the new password in the **New Password** field.
4. Enter the new password in the **Confirm New Password** field.
5. Click on **Change Password.** The new password will now replace the user's previous password.

4 Creating New Orders

Users may create new orders from scratch or build them from a copy an existing order. Detailed instructions for creating new orders from scratch are provided in the remainder of this section. Instructions for creating a copy of an existing order to build a new order are provided in Section 5.

To create a new order:

1. Login to the Internet Ordering System. The Place Order page will be displayed as shown in the example below:


Account: XXXXXXXX
TEST ACCOUNT - IOS
My Account
Sign Out
Saputo Internet Ordering System
Place Order | Order History | Favourite Lists | Account Inquiry
Delivery Date:
To place a new order, select a desired delivery date from the list below:
Copy Order
New Order
Delivery Day | Date | Status | Existing Orders
Wednesday | 30-Apr-2014 | Open | (none)
Friday | 02-May-2014 | Open | (none)
Saturday | 03-May-2014 | Open | (none)
Monday | 05-May-2014 | Open | (none)
Wednesday | 07-May-2014 | Open | (none)
Friday | 09-May-2014 | Open | (none)
Saturday | 10-May-2014 | Open | (none)
Monday | 12-May-2014 | Open | (none)
Wednesday | 14-May-2014 | Open | (none)
Friday | 16-May-2014 | Open | (none)
Saturday | 17-May-2014 | Open | (none)
Monday | 19-May-2014 | Open | (none)
Wednesday | 21-May-2014 | Open | (none)
Don't see the date you need?
Allow Off Days
Please Note:
You may only choose an off day delivery if you have made arrangements with Saputo to do so e.g. to accommodate for a holiday schedule.
Or, select a future delivery date from the calendar below:
July 2014
Sun Mon Tue Wed Thu Fri Sat
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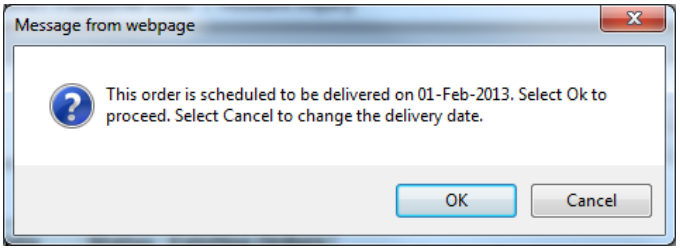
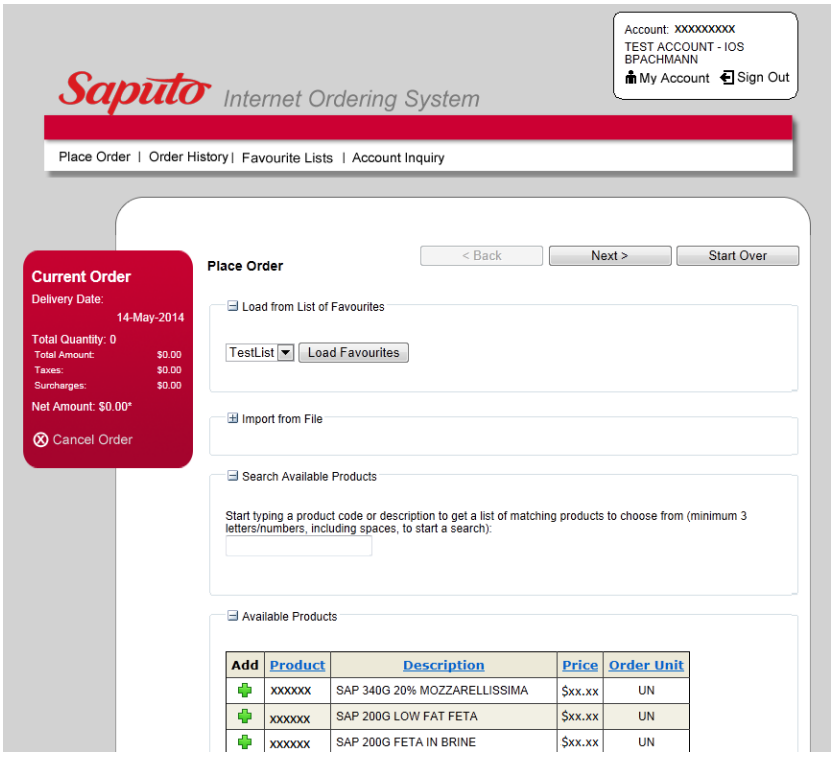
2. **Select the desired delivery date** for the order being created. This can be done by selecting an upcoming delivery date from the table presented or by selecting a future delivery date from the calendar provided.

3. Click on **New Order**. A message will be displayed, requesting confirmation of the order date:

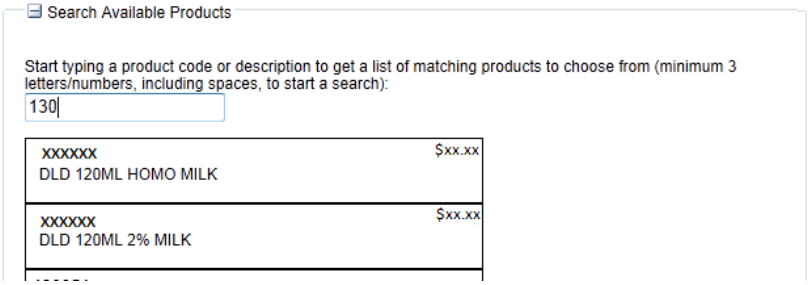

Message from webpage
This order is scheduled to be delivered on 01-Feb-2013. Select Ok to proceed. Select Cancel to change the delivery date.
OK
Cancel

4. Click on **OK** to continue. The **Place Order** page will be displayed as shown in the example below:

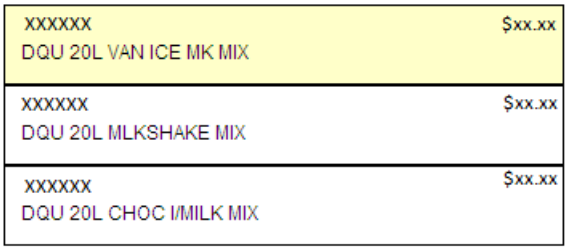


The **Search Available Products** section provides the user with the ability to search for and add specific product to an order by:

1. Entering search criteria in the **Search** field. A list of products matching the criteria entered will be displayed as shown in the example below:


Search Available Products
Start typing a product code or description to get a list of matching products to choose from (minimum 3 letters/numbers, including spaces, to start a search):
130
xxxxxx $xx.xx
DLD 120ML HOMO MILK
xxxxxx $xx.xx
DLD 120ML 2% MILK

2. Selecting a product to add from the list of products retrieved. Hovering over an item in the list will highlight the item as shown below.



3. Clicking on the highlighted item. The item will be added to your order.

The **Available Products** list (shown below) provides the user with the ability to scan through a list of available products and add specific items to the order:

Add	Product	Description	Price	Order Unit
	xxxxxx	SAP 340G 20% MOZZARELLISSIMA	$xx.xx	UN
	xxxxxx	SAP 200G LOW FAT FETA	$xx.xx	UN
	xxxxxx	SAP 200G FETA IN BRINE	$xx.xx	UN
	xxxxxx	SAP 180G SL PROVOLONE	$xx.xx	UN
	xxxxxx	ARM 2.25KG PZMZ	$xx.xx	UN
	xxxxxx	DLD 2L I/C MIX	$xx.xx	UN

To add products from the Available Products list:

1. Locate the product you wish to add to your order.
2. Click on the **Add Icon** (green plus sign) associated with the desired product.
3. The product will be added to the **Current Products** list with a Quantity of 0.
4. Change the quantity to the quantity you wish to order.

When at least one product has been added to the order, an additional section will be displayed at the top of the Place Order page called **Products for Current Order,** as shown in the example below:

In this area the user may specify the quantity of the product to be ordered by entering a value in the **Qty** field.

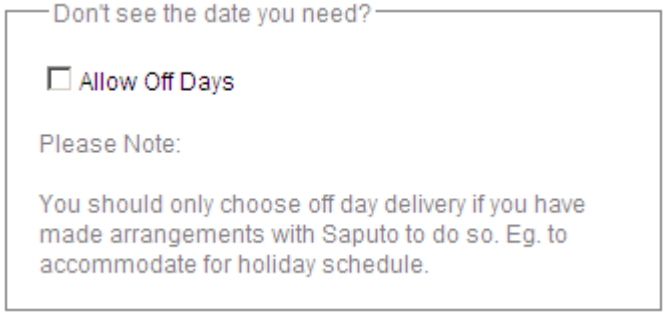
In addition, users may delete products from the Current Order by clicking on the **Delete Icon** (red x) associated with a specific line item on the order.

4.1 Off Day Ordering

Saputo Customers using the IOS to place orders may now place orders on Off Days. It is important to note that arrangements need to be made with Customer Service prior to using this functionality.

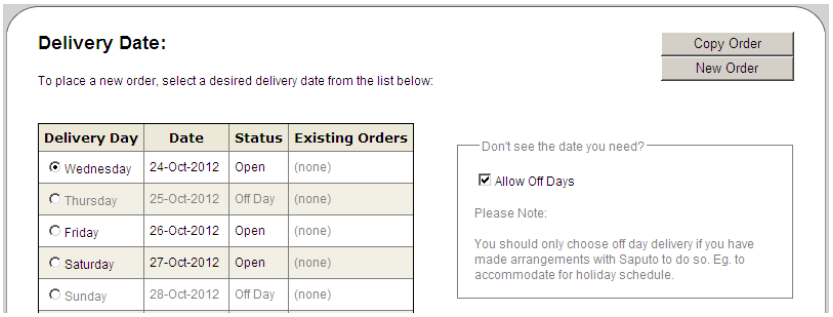
To place an order for an Off Day:

1. Click in the **Allow Off Days** checkbox provided on the **Select Delivery Date** page, see below:


Don't see the date you need?
Allow Off Days
Please Note:
You should only choose off day delivery if you have made arrangements with Saputo to do so. Eg. to accommodate for holiday schedule.

The Off-Days will now be available for selection as Delivery days, as shown in the example below:

> **Note:**
> Additional charges may be applied to Off Day orders. Once the order has been processed, users may request a copy of the invoice from the Order History Page. Refer to subsection 8.4.



2. **Select** the date you wish to place an order for.

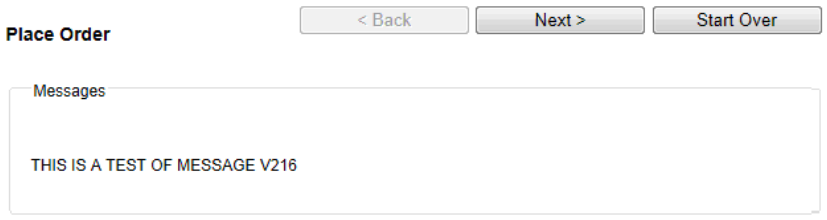
3. Complete the order using the instructions provided in Section 4.

4.2 Account Related Messages

At times important information may need to be conveyed to Saputo Customers who use the IOS to order products.

To facilitate this, IOS Administrators have been provided with the ability to include customer-specific messages in the IOS.

Messages will be displayed when creating new orders, after the delivery date has been selected, as shown in the example below:



5 Importing Orders from a *.csv file

IOS Customers may now import *.CSV files containing order information.

To use this functionality:

1. Follow the instructions for creating a *.csv file provided in Section 5.3. The following example uses a simple *.csv file containing the following data:

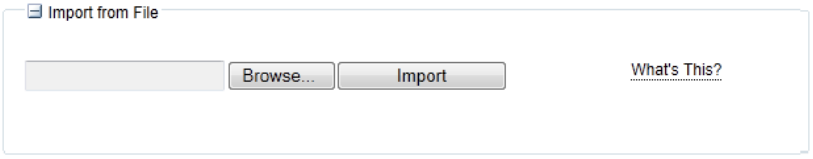
	A	B
1	XXXXXX	5
2	XXXXXX	1
3	XXXXXX	4
4	XXXXXX	5

   Column A contains product codes and column B contains the quantity of each product to be ordered.

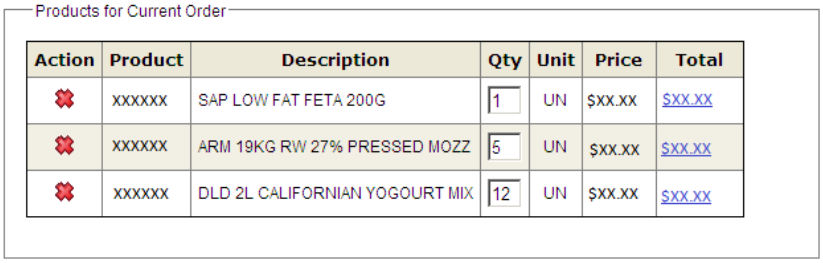
2. Login to the IOS system, select a valid delivery date and click on **New Order**.

3. In the **Import from File** section, expand the section by clicking on the plus icon.

4. **Click** on the **Browse** button and locate the *.csv file which is to be imported. The file name will be displayed in the **Import** field as shown below:



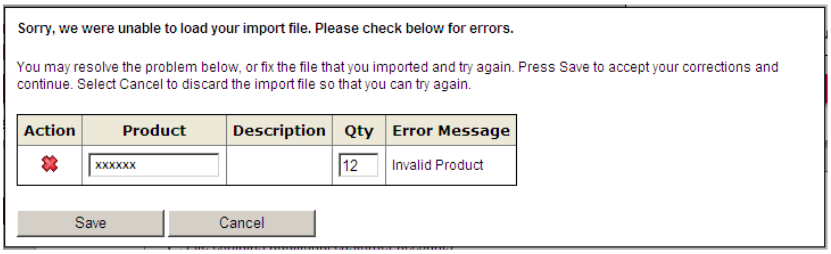
5. **Click** on the **Import** button. The uploaded order information will now be displayed in the **Products for Current Order** Section of the order page, as shown in the example below:



Proceed with following the standard procedures for completing and submitting orders.

5.1 Correcting *.csv Import Errors

When conflicts arise during the import of data, users will have an opportunity to resolve the issue prior to completing the import. A sample conflict may look like the error presented in the example below:

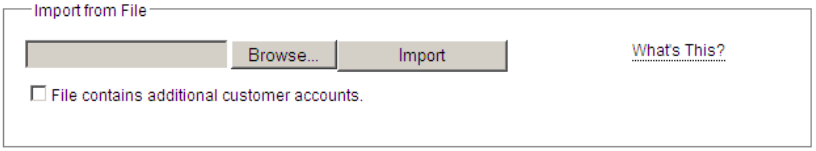

Sorry, we were unable to load your import file. Please check below for errors.
You may resolve the problem below, or fix the file that you imported and try again. Press Save to accept your corrections and continue. Select Cancel to discard the import file so that you can try again.
Action
Product
Description
Qty
Error Message
xxxxxx
12
Invalid Product
Save
Cancel

In this example an invalid product code was included in the import file. In this case, the error is resolved by entering a valid product code and clicking on the **Save** button.

5.2 Importing Orders for Linked Customers

When a Master Customer order is being created, using the Import functionality, the Master Customer may order products for linked customers. To do so:

The master customer will select **File contains additional customer accounts** from the Import from File section shown below:



In addition to product codes and quantities, the *.csv file, to be imported, must contain:

1. customer numbers for product being ordered for linked customers; and
2. Valid delivery dates for the items being ordered for linked customer.

See section 5.3 for additional information related to creating *.csv files for importing order details to IOS.

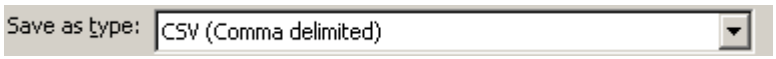
Note: When product is ordered for Linked Customers it is only available for viewing through the Linked Customer's account.

5.3 Creating a *.csv File for Import

To create and save a *.csv file to be used to import order information into the IOS:

1. Open a new Excel worksheet.
2. Enter data into the worksheet (in this order):
    1. Column A: Saputo Product Code
    2. Column B: Quantity of Product to be Ordered
    3. Column C*: Saputo Customer Number
    4. Column D*: Delivery Date in the format of YYYYMMDD (i.e., 20121231). Must be a valid delivery date for the linked customer

    * Note: only when **File Contains Additional Customer Accounts** is selected.
3. To save the file, select **Save as** and in the **Save as type** field select CSV (Comma delimited).



CSV FILE EXAMPLES:

1. To create a *.csv file to be imported with product being ordered for one customer account, the *.csv file will contain data as shown in the following example:

	A	B
1	XXXXXX	5
2	XXXXXX	1
3	XXXXXX	4
4	XXXXXX	5

Column A = Product Code
Column B = Quantity of Product

2. To create a *.csv file to be imported with product being ordered for multiple customer accounts, the *.csv file will contain data as shown in the following example:

	A	B	C	D
1	XXXXXX	5	XXXXXXXXX	20140504
2	XXXXXX	1	XXXXXXXXX	20140504
3	XXXXXX	4	XXXXXXXXX	20140504
4	XXXXXX	5	XXXXXXXXX	20140504
5	XXXXXX	4	XXXXXXXXX	20140504
6	XXXXXX	9	XXXXXXXXX	20140504
7	XXXXXX	5	XXXXXXXXX	20140504
8	XXXXXX	12	XXXXXXXXX	20140504
9	XXXXXX	85	XXXXXXXXX	20140504
10	XXXXXX	9	XXXXXXXXX	20140504

Column A = Product Code
Column B = Quantity of Product
Column C = Customer Number
Column D = Valid Delivery Date

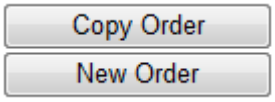
6 Copying an Existing Order to Create a New Order

To create a new order using a copy of a previously placed order:

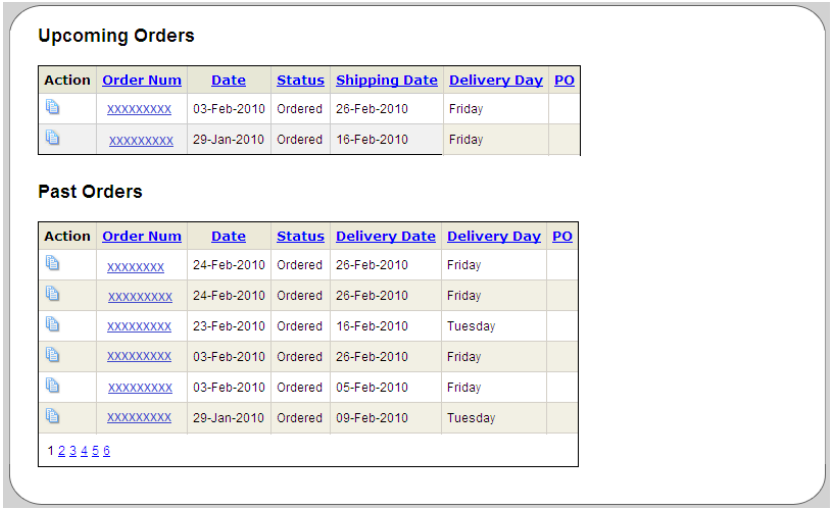
1. Login to the Internet Ordering System. The Place Order page will be displayed as shown in the example in Section 4.1 above.

2. **Select the desired delivery date** for the new order being created. This can be done by selecting an upcoming delivery date from the table presented or selecting a future delivery date by using the calendar provided.

3. Click on the **Copy Order** button (shown below):



4. The Orders page will be displayed as shown in the example on the following page.



Upcoming Orders

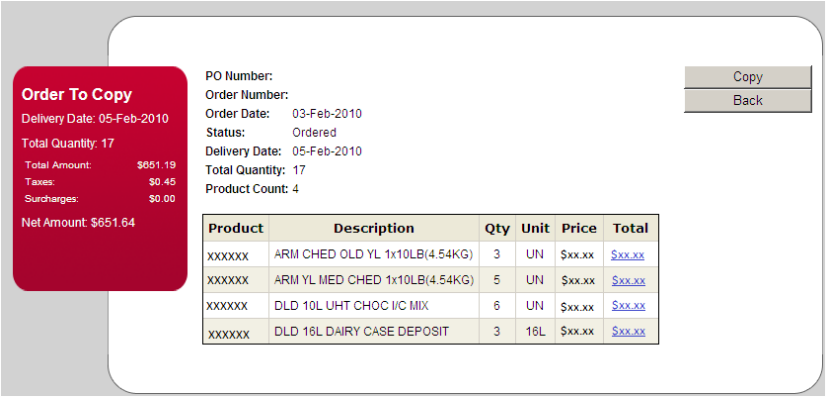
Action	Order Num	Date	Status	Shipping Date	Delivery Day	PO
	xxxxxxxxx	03-Feb-2010	Ordered	26-Feb-2010	Friday	
	xxxxxxxxx	29-Jan-2010	Ordered	16-Feb-2010	Friday	

Past Orders

Action	Order Num	Date	Status	Delivery Date	Delivery Day	PO
	xxxxxxxx	24-Feb-2010	Ordered	26-Feb-2010	Friday	
	xxxxxxxxx	24-Feb-2010	Ordered	26-Feb-2010	Friday	
	xxxxxxxxx	23-Feb-2010	Ordered	16-Feb-2010	Tuesday	
	xxxxxxxxx	03-Feb-2010	Ordered	26-Feb-2010	Friday	
	xxxxxxxxx	03-Feb-2010	Ordered	05-Feb-2010	Friday	
	xxxxxxxxx	29-Jan-2010	Ordered	09-Feb-2010	Tuesday	

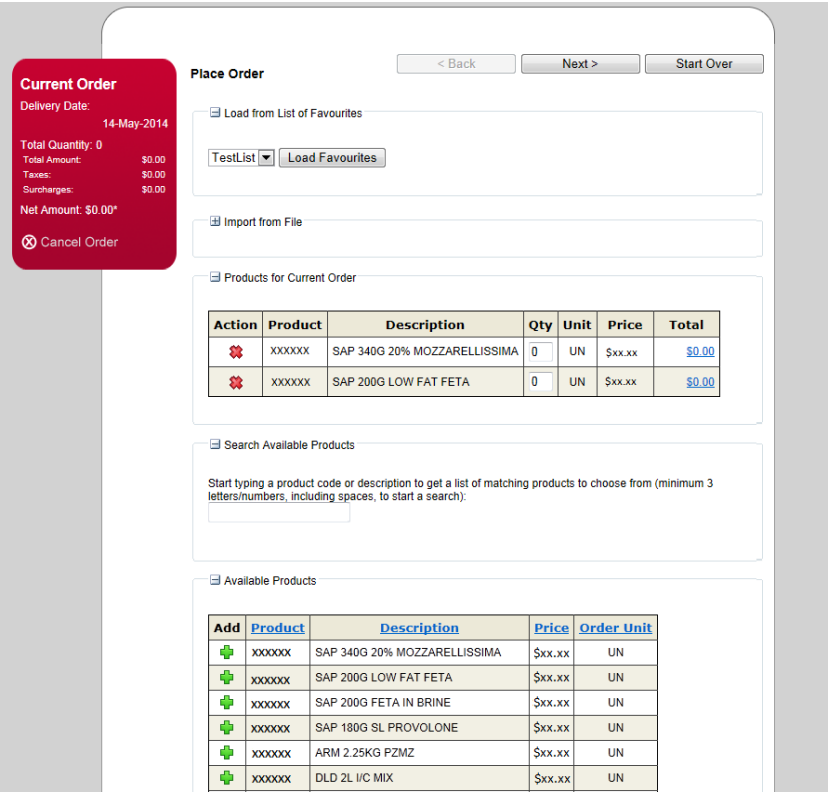
1 2 3 4 5 6

5. **Click** on the **Copy Icon** provided in the Action Column associated to the order you wish to copy. The order selected will now be displayed as shown in the example below:


Order To Copy
Delivery Date: 05-Feb-2010
Total Quantity: 17
Total Amount: $651.19
Taxes: $0.45
Surcharges: $0.00
Net Amount: $651.64
PO Number:
Order Number:
Order Date: 03-Feb-2010
Status: Ordered
Delivery Date: 05-Feb-2010
Total Quantity: 17
Product Count: 4
Copy
Back
Product | Description | Qty | Unit | Price | Total
XXXXXX | ARM CHED OLD YL 1x10LB(4.54KG) | 3 | UN | $xx.xx | $xx.xx
XXXXXX | ARM YL MED CHED 1x10LB(4.54KG) | 5 | UN | $xx.xx | $xx.xx
XXXXXX | DLD 10L UHT CHOC I/C MIX | 6 | UN | $xx.xx | $xx.xx
XXXXXX | DLD 16L DAIRY CASE DEPOSIT | 3 | 16L | $xx.xx | $xx.xx

6. To proceed with copying the selected order click on the **Copy** button.

7. Your newly created order will now be displayed as shown in the example below:


Current Order
Delivery Date:
14-May-2014
Total Quantity: 0
Total Amount: $0.00
Taxes: $0.00
Surcharges: $0.00
Net Amount: $0.00*
Cancel Order
Place Order
< Back
Next >
Start Over
Load from List of Favourites
TestList
Load Favourites
Import from File
Products for Current Order
Action | Product | Description | Qty | Unit | Price | Total
XXXXXX | SAP 340G 20% MOZZARELLISSIMA | 0 | UN | $xx.xx | $0.00
XXXXXX | SAP 200G LOW FAT FETA | 0 | UN | $xx.xx | $0.00
Search Available Products
Start typing a product code or description to get a list of matching products to choose from (minimum 3 letters/numbers, including spaces, to start a search):
Available Products
Add | Product | Description | Price | Order Unit
XXXXXX | SAP 340G 20% MOZZARELLISSIMA | $xx.xx | UN
XXXXXX | SAP 200G LOW FAT FETA | $xx.xx | UN
XXXXXX | SAP 200G FETA IN BRINE | $xx.xx | UN
XXXXXX | SAP 180G SL PROVOLONE | $xx.xx | UN
XXXXXX | ARM 2.25KG PZMZ | $xx.xx | UN
XXXXXX | DLD 2L I/C MIX | $xx.xx | UN

The **Products for Current Order** section provides a list of the products which have been copied from the order selected. From within this table the user may:

1. Change the quantity of product from the original order by increasing or decreasing the quantity associated with a specific product.

2. Delete a product from the new order by clicking on the Delete Icon (red x) associated with the product to be removed.

The **Search Available Products** section provides the user with the ability to search for and add specific product to the new order. For instruction on how to use Search Available Products, please refer to Section 4.

The **Available Products** list allows users to page through a list of available products and manually add items to the new order. For instruction on how to use Available Products, please refer to Section 4.

7 Working with Favourite Lists

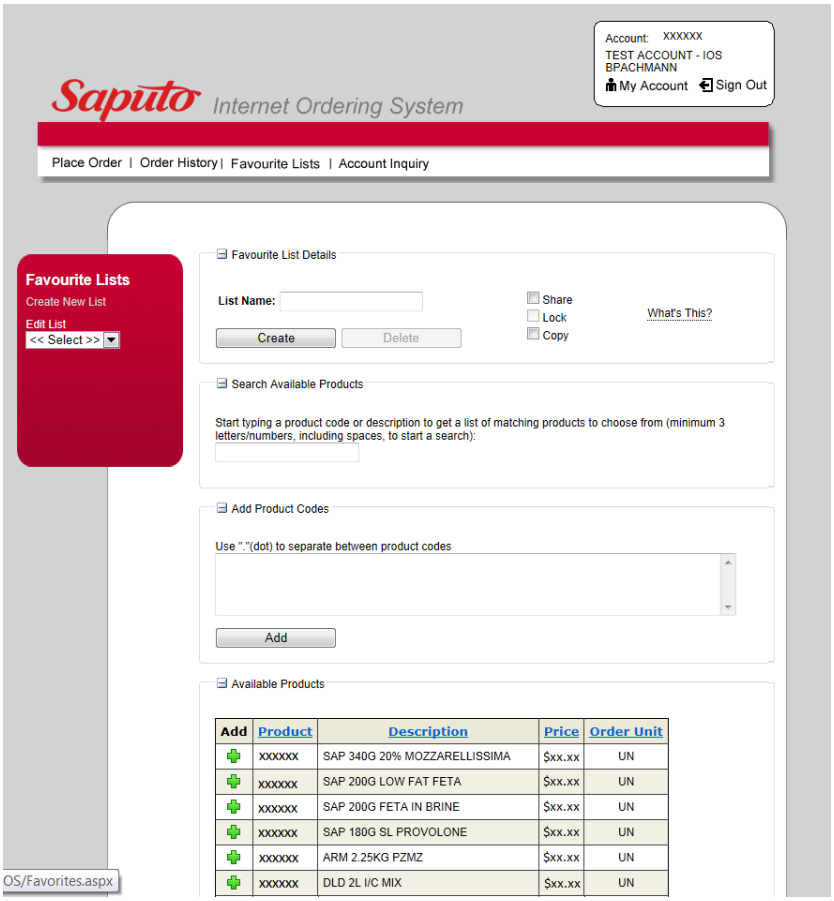
Customers may create one or more Favourite Lists containing products which are ordered on a regular basis. Favourite Lists may then be used to add products to new orders. Instructions for working with Favourite Lists are provided in the remainder of this section.

7.1 Creating Favourite Lists

To create a Favourites List:

1. Click on **Favourite Lists** on the navigation menu.

2. The Favourite Lists page will be displayed as shown in the example below:



3. In the **Favourite List Name** field enter a Name for the list being created.

4. If the list is to be shared or copied, check the desired option. If not, leave the fields unchecked. Note: these options must be selected prior to Creating the list.

5. **Locate and add** the products you wish to include in the Favourite List being created.

6. You may add more than one product codes from the **Add Product Codes** section, product codes must be separated by dot (.)

7. If you wish to use **quantities and/or build to quantities**, enter the desired amounts in the fields provided.

8. When you are satisfied that the new favourite list is complete click on **Create List.** The new list will be saved to the IOS database for future use and displayed in the **Edit List** dropdown menu for editing.

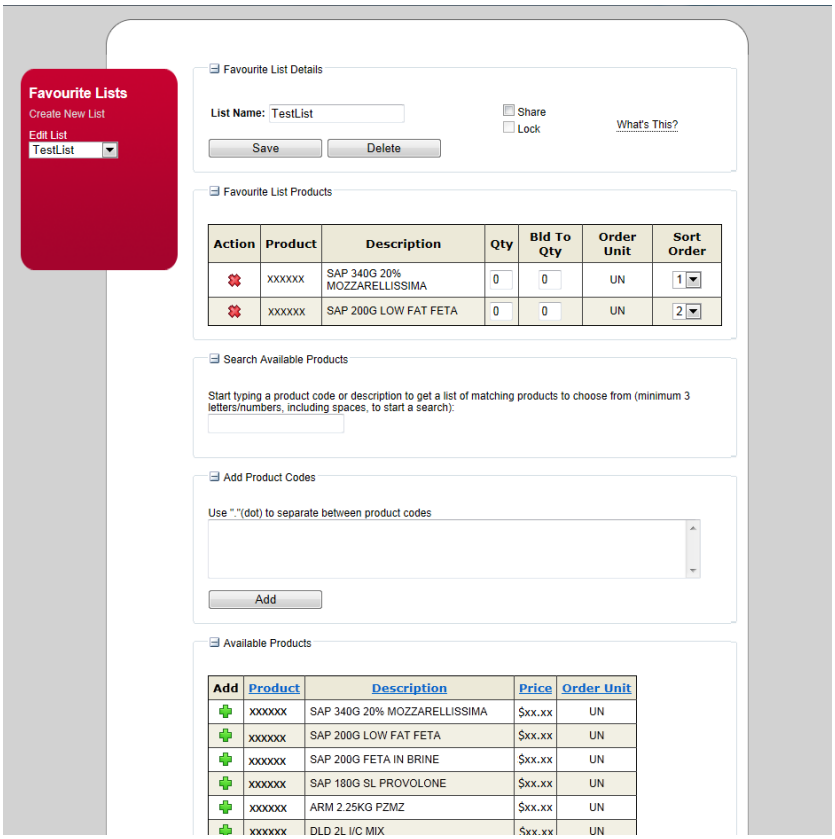
7.2 Editing Favourite Lists

Favourite lists may be edited as needed in order to keep them current.

To update a Favourite List:

1. Click on **Favourite Lists** on the navigation menu.

2. Select the list you wish to edit from the options provided in the **Edit List** dropdown menu. The selected list will be displayed as shown in the example on the following page.



3. The user may now:

   - Add and remove products from the list;
   - Change the Quantity and Build-To Quantity; and/or
   - Change the sort order of the products contained in the list.

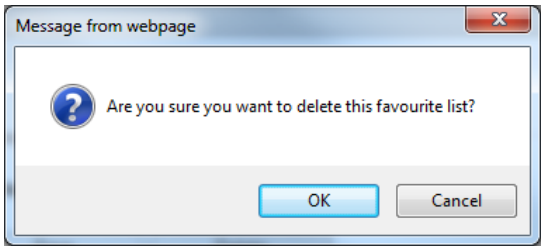
4. Once the desired changes have been made click on the **Save List** button. The changes made will be saved to the IOS database and reflected in the Favourite List.

7.3 Deleting Favourite Lists

Favourite lists may be deleted when they are no longer required.

To delete a Favourite List:

1. Click on **Favourite Lists** on the navigation menu.
2. In the Edit List field, select the list you wish to delete from the dropdown provided.
3. Click on the **Delete List** button. The following message will be displayed:

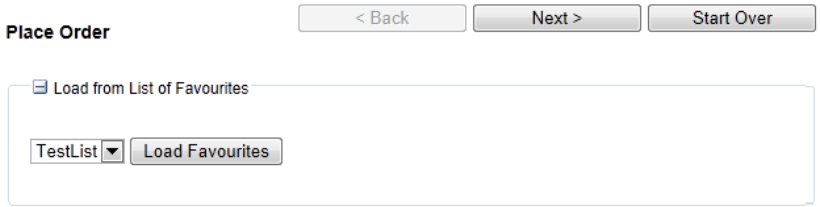


4. Click on **OK** to continue. The list will be removed from the IOS and no longer available for use.

7.4 Adding Products to an Order Using Favourite Lists

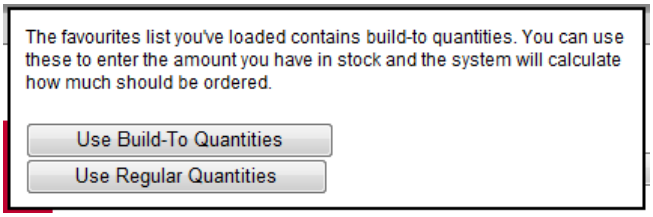
To add products to an order, from the Place Order page, using a Favourites List:

1. Select the favourites list you wish to use from the drop down list provided in the **Load from List of Favourites** section.



Note:

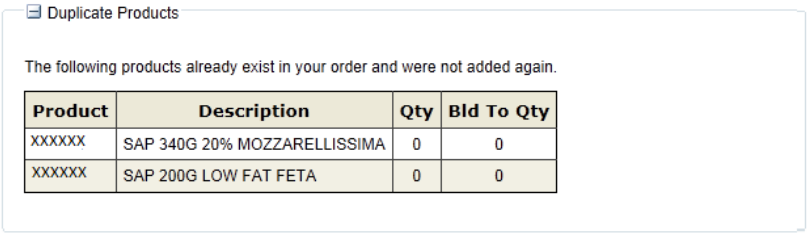
If you do not have Build-To Quantities set up in favorite list, the popup window will not appear.


The favourites list you've loaded contains build-to quantities. You can use these to enter the amount you have in stock and the system will calculate how much should be ordered.
Use Build-To Quantities
Use Regular Quantities

2. Select **Use Build-To Quantities** if you wish to enter the amount you have in stock and have the system calculate the number to order based on your predetermined build-to quantities.

3. Select **Use Regular Quantities** to display the product and manually set the quantity to be ordered. The example below shows regular quantities being used.

4. The system will review the list of favourites selected against the items already on the order. Any duplicates which exist will be noted in the **Duplicate Products** section as shown in the example below.



Product	Description	Qty	Bld To Qty
XXXXXX	SAP 340G 20% MOZZARELLISSIMA	0	0
XXXXXX	SAP 200G LOW FAT FETA	0	0

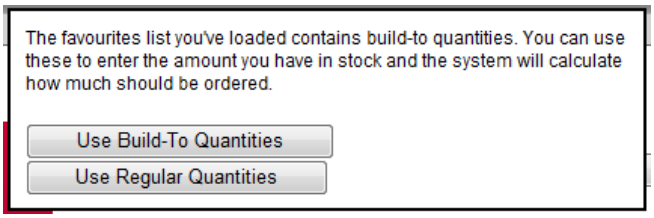
The system will also remove any discontinued products from the order and display them in the **Discontinued Products** section.

In the **Products for Current Order** section products which are included in the new order are displayed.

5. Review the Quantity of product being order and update if required.

7.5 Using Build-To Quantities

When the user has added products to a new order and has clicked on the **Use Build-To Quantities** button shown below:


The favourites list you've loaded contains build-to quantities. You can use these to enter the amount you have in stock and the system will calculate how much should be ordered.
Use Build-To Quantities
Use Regular Quantities

The newly added products will be displayed as per items 2-4 in the example below. A checkmark is displayed in the **Use Bld-To Qty** column and the build-to quantity is displayed in the **Qty** column.

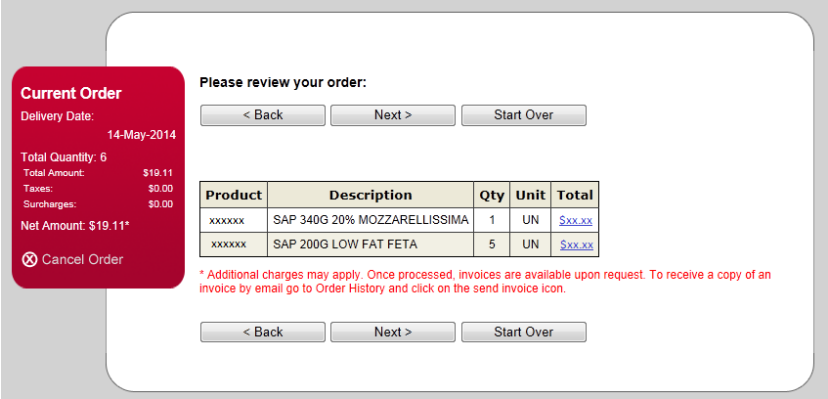
Action	Product	Description	Qty	On-Hand Qty	Unit	Price	Use Bld-To Qty	Total
✖	xxxxxx	DLD 10L UHT CHOC I/C MIX	1	N/A	UN	$xx.xx	☐	$xx.xx
✖	xxxxxx	SAP 20% MOZZARELLISSIMA 340G	10	0	UN	$xx.xx	☑	$xx.xx
✖	xxxxxx	ARM CHED OLD YL 1x10LB(4.54KG)	1	0	UN	$xx.xx	☑	$xx.xx
✖	xxxxxx	ARM YL MED CHED 1x10LB(4.54KG)	1	0	UN	$xx.xx	☑	$xx.xx
✖	xxxxxx	ARM PZMZ 2.25KG	0	N/A	UN	$xx.xx	☐	$xx.xx
✖	xxxxxx	ARM 19KG RW 27% PRESSED MOZZ	0	N/A	UN	$xx.xx	☐	$xx.xx
✖	xxxxxx	DLD 2L CALIFORNIAN YOGOURT MIX	0	N/A	UN	$xx.xx	☐	$xx.xx
✖	xxxxxx	DLD 10L UHT VAN I/C MIX	0	N/A	UN	$xx.xx	☐	$xx.xx

The **On-Hand Qty** column allows the user is to enter the amount of product currently on hand. The system will then deduct the on hand amount from the build to amount to calculate the quantity to be ordered.

8 Submitting Your Order

Once you are satisfied that your order is accurate and complete:

1. Click on **Next**. You will be asked to review your order as shown in the example below:

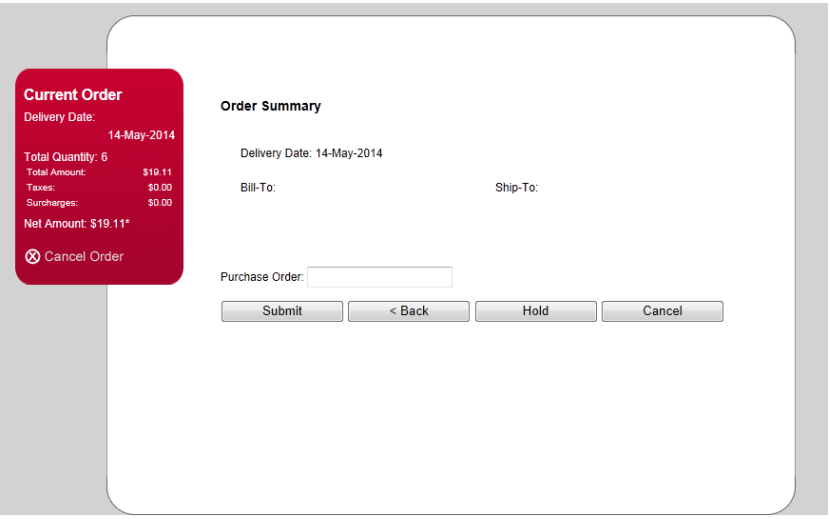


2. Review the order to ensure that it is accurate. If you wish to make changes click on the < **Back** button. If you wish to abandon this order and start a new order, click on **Start Over**.

3. When satisfied that the order is correct click on Next to continue. The order summary will be displayed as shown below:

Note:

Click on the **Cancel** button to Cancel the order submission. The order will be deleted and not available for editing or submitting.

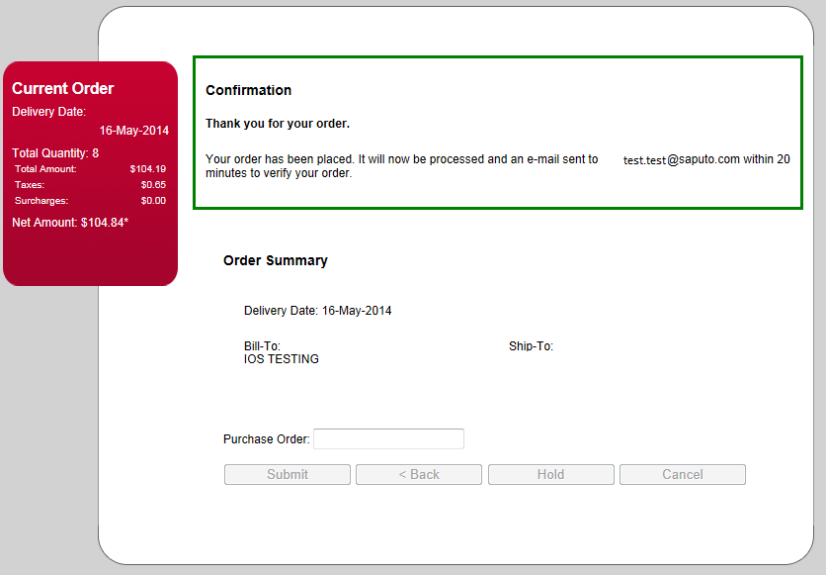


Note:

Click on the **Hold** button to place the order on hold and submit at a later date/time. See section 8.1.

4. If applicable, enter a **Purchase Order** in the space provided.

5. Click on **Submit**. The Order Confirmation will be displayed as shown below:



8.1 On Hold Orders

Users may place orders on hold for completion at a later date. When **on hold** orders exist they will be displayed at the top of the **Place Order** page as shown in the example below:

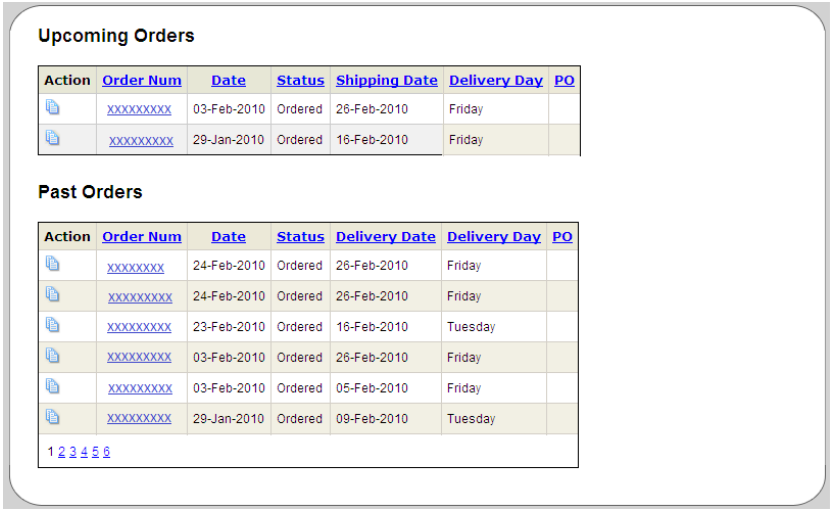
Orders on Hold:

Action	Order ID	Delivery Date	Product Count	Total Quantity
✖	94	02-Mar-2010	8	9
✖	95	02-Mar-2010	8	9
✖	96	02-Mar-2010	8	9
✖	97	02-Mar-2010	8	9

On Hold orders may be deleted by clicking on the Delete Icon (red x) associated with the order. They may also be edited and/or submitted as desired by clicking on the Order ID hyperlink.

8.2 Submitted Orders

Submitted orders may be viewed and/or reviewed by selecting **Order History** from the navigation menu. All orders which have been submitted but not yet delivered will be displayed at the top of the Order History page as shown in the **Upcoming Orders** section in the example below:



Upcoming Orders

Action	Order Num	Date	Status	Shipping Date	Delivery Day	PO
	xxxxxxxxx	03-Feb-2010	Ordered	26-Feb-2010	Friday	
	xxxxxxxxx	29-Jan-2010	Ordered	16-Feb-2010	Friday	

Past Orders

Action	Order Num	Date	Status	Delivery Date	Delivery Day	PO
	xxxxxxxx	24-Feb-2010	Ordered	26-Feb-2010	Friday	
	xxxxxxxxx	24-Feb-2010	Ordered	26-Feb-2010	Friday	
	xxxxxxxxx	23-Feb-2010	Ordered	16-Feb-2010	Tuesday	
	xxxxxxxxx	03-Feb-2010	Ordered	26-Feb-2010	Friday	
	xxxxxxxxx	03-Feb-2010	Ordered	05-Feb-2010	Friday	
	xxxxxxxxx	29-Jan-2010	Ordered	09-Feb-2010	Tuesday	

1 2 3 4 5 6

8.3 Past Orders

As shown in the example above, past orders may be reviewed at any time from the **Order History** page. Both past orders and upcoming orders may also be used to create new orders using the copy functionality described in Section 6.

8.4 Request Invoice to be emailed

IOS Customers may request invoices, for specific orders, to be sent by email.

To request an invoice to be sent by email:

1. Log into the IOS.
2. Select **Order History**. The Past Orders page will be displayed as shown in the example below:

Past Orders

Action	Order Num	Date	Status	Delivery Date	Delivery Day	PO
	xxxxxxxx	24-Feb-2010	Ordered	26-Feb-2010	Friday	
	xxxxxxxxx	24-Feb-2010	Ordered	26-Feb-2010	Friday	
	xxxxxxxxx	23-Feb-2010	Ordered	16-Feb-2010	Tuesday	
	xxxxxxxxx	03-Feb-2010	Ordered	26-Feb-2010	Friday	
	xxxxxxxxx	03-Feb-2010	Ordered	05-Feb-2010	Friday	
	xxxxxxxxx	29-Jan-2010	Ordered	09-Feb-2010	Tuesday	

1 2 3 4 5 6

3. In the Action column, click on the **Send Invoice** icon (**$**) associated with the order you wish to receive an invoice for.

4. The invoice will be emailed to the email address provided on the user account for the logged in user.

9 Master Customers

Master Customers can be created by IOS System Administrators. Master Customers are customers that are linked to other IOS customers. This allows Favourites lists to be created by a Master Customer and shared with all linked customers.

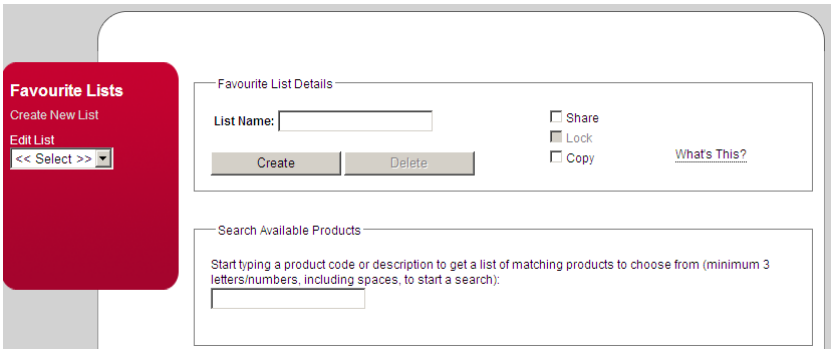
Once a Master Customer has been created, CSV files can be imported, by the master customer, which contain product to be ordered for linked customers. Refer to section 5.2 for instructions on using the import functionality to order products for linked customers.

9.1 Sharing Favourites Lists

Master Customers also have the ability to share favourite lists with the customers that are linked to them.

To share a favourite list:

1. Select **Favourite Lists** from the navigation menu. The Favourite List page will be displayed as shown in the example below:



2. In the **Edit List** field provided, select the Favourite List that is to be shared with linked customers. The **List Name** will be displayed in the **Favourite List Details** section as shown in the example below:

3. Select **Share** to share the list with all customers linked to the master customer.

4. After **Share** has been selected, the option to **Lock** the list becomes available**.** When selected, linked customers may not edit nor delete the Favourite List.

Master Customers may unlock favourite lists and stop favourite lists from being shared. This is done by:

1. Selecting the favourite list from the **Edit List** field.

2. Clicking on the **Lock** option to unlock the list or clicking on the **Share** button to stop the list from being shared.